

CIVIL SERVICE COMMISSION  
REPORT ON SECRETARY POSITIONS  
IN WASHINGTON OFFICE

The Civil Service Commission conducted a Personnel Management Evaluation of the Washington Office from March 28 through April 13, 1977. As a part of that Evaluation, the Commission audited 18 positions that are classified as Secretary in the GS-318 series. The results of those audits, and the corrective action required, has been furnished to the Forest Service. The results are described below.

BACKGROUND

The Commission conducted on-site desk audits with 18 secretaries and their immediate supervisors. These audits represent about 10% of the 177 secretary positions in the Washington Office. The secretary positions audited represented all organizational levels from Deputy Chief through Section Leader.

FINDINGS

- Nine secretary positions were overgraded. (50%)
- Five positions were titled incorrectly. (28%)
- Sixteen positions were inadequately described. (90%)

\* CORRECTIVE ACTION

1. Desk audit all 177 secretary positions in the Washington Office, minus those positions audited by the Commission, within 120 days of the final report.
2. Develop a plan with the Civil Service Commission to correct the classification. The corrective action will take place over a period of one year after the 100% desk audits have been certified by the Commission.

FOREST SERVICE PLAN

1. Prepare desk audit evaluation format to insure uniformity in classification procedure. (Jul 5-8)
2. Desk audit four positions to test format and procedures. (Jul 11-15)
3. Desk audit all secretary positions and prepare individual evaluation statements which must be sent to the Commission. (Jul 20-Sep 30)
4. Prepare report to the Civil Service Commission. (Oct 1-31)

5. Initiate action plan in accordance with the Federal Personnel Manual for those positions found to be classified at a lower grade level. (Nov 1-11)

a. Determine if additional secretarial duties can be assigned which will support the grade of the incumbent.

b. Determine if training is needed to enable the secretary to perform at the current grade level. (This is only when the person is performing below the classified grade level).

c. Determine if managers/supervisors are effectively utilizing the assigned secretary. (May require acquainting supervisors with the full duties and responsibilities of a secretary).

d. Develop a list of secretaries whose position are identified for downgrade.

6. Initiate action to downgrade all secretary positions, with incumbent secretaries, with pay retention for two years. (Nov 1978)

No secretary, or any other position in the Forest Service, will be downgraded until all other avenues have been exhausted. This is why the Civil Service Commission is giving us the one-year to correct overgraded positions. The avenues mentioned above are the four items outlined in number 5 above. If a person is involuntarily downgraded due to a change in classification, the person has certain rights. We are not going into detail on those rights at this time because the actions, if any are taken, are more than a year away. There are bills before Congress at this time which, if passed, could make downgrading unnecessary until a position becomes vacant. The rights will be explained when, and if, the need arises.

If you have any questions please call Jackie Garrison or Bob Long at 235-1691 or come to Room 801 in Rosslyn.

NO: ~~Approved For Release 2001/11/08 : CIA-RDP83-01004R000100110001-1~~ Deputy Area: \_\_\_\_\_

Staff Unit: \_\_\_\_\_ Group: \_\_\_\_\_

Section: \_\_\_\_\_

1. Who is your supervisor? \_\_\_\_\_  
(Name, Title, Series and Grade)
2. Do you receive visitors and telephone callers for your supervisor? \_\_\_\_\_
3. Do you ascertain the nature of the call or visit? \_\_\_\_\_
4. Do you attempt to answer any questions for caller or visitor? \_\_\_\_\_
5. What type of question? \_\_\_\_\_  
Technical? \_\_\_\_\_ Procedural? \_\_\_\_\_  
Policy? \_\_\_\_\_
6. Provide a brief, but specific example. \_\_\_\_\_
7. Do you refer phone callers and visitors? \_\_\_\_\_
8. If so, how do you refer the call or visitor? \_\_\_\_\_  
Based on the information he/she desires or to who ever is in the office at that particular time? \_\_\_\_\_
9. Do you maintain your supervisor's calendar? \_\_\_\_\_
10. Do you exercise authority in setting up appointments for your supervisor when he/she is not in the office or without getting his/her approval? \_\_\_\_\_
11. Do you exercise authority shifting or tactfully refusing appointments? \_\_\_\_\_
12. Do you accept speaking engagements or invitations to meetings for your supervisor? \_\_\_\_\_
13. Do you make arrangements for conferences? \_\_\_\_\_
14. Do you attend these conferences? \_\_\_\_\_
15. If so, for what purpose? \_\_\_\_\_
16. Are you involved in any other way in your supervisor's public contact work? \_\_\_\_\_
17. If so, how? \_\_\_\_\_
18. Provide a list of people you often contact or who are often contacting you concerning your supervisor's program(s). Also provide frequency and purpose. (For example: Mr. J. Dryden, Administrative Service, at least once a week to rearrange furniture; Biweekly contact with the Raid, Inc. to check on the availability of research reports, etc.)

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19. Do you receive incoming mail for your supervisor? \_\_\_\_\_
20. Do you open, read and screen and route the mail? \_\_\_\_\_
21. Do you personally handle any responses to incoming correspondence? \_\_\_\_\_  
If so, give brief, but specific example. \_\_\_\_\_
22. Do you alert your supervisor or other staff members of any reply due dates? \_\_\_\_\_
23. If so, do you follow up to assure the reply is completed? \_\_\_\_\_
24. Do you review outgoing correspondence for accuracy? \_\_\_\_\_
25. Do you sign correspondence for your supervisor? \_\_\_\_\_
26. Do you maintain your supervisor's files? \_\_\_\_\_
27. Do you establish and revise those files as instructed by your supervisor, or as you feel necessary? \_\_\_\_\_
28. Do you assemble and summarize material from the files for your supervisor? \_\_\_\_\_
29. Do you procure or requisition supplies? \_\_\_\_\_ Major items and equipment or general office supplies? \_\_\_\_\_  
Based on need, or as instructed? \_\_\_\_\_
30. Do you make travel arrangements for your supervisor? \_\_\_\_\_  
If so, give brief, but specific examples of the types of trips he/she makes and what you are required to do. \_\_\_\_\_

How Often?

31. Do you make any arrangements for detailers? \_\_\_\_\_
32. If so, what do you do? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
33. Do you obtain information outside the office for your supervisor, based on instructions as to the type of information desired? \_\_\_\_\_
34. If so, how and what type do you gather? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
35. Do you supervise any other clerical employees in the unit? \_\_\_\_\_  
Who? \_\_\_\_\_
36. Do you assist in interviewing and selecting other clerical employees in the Unit? \_\_\_\_\_
37. Do you receive and review publications, bringing important articles to the attention of your supervisor? \_\_\_\_\_
38. Do you devise or develop any office procedures in your unit? \_\_\_\_\_  
If so, give example. \_\_\_\_\_

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39. Do you relay any instructions from your supervisor to his/her subordinates?  
\_\_\_\_\_ If so, give an example.
40. Do you attempt to resolve office emergencies? \_\_\_\_\_
41. If so, give brief, specific example of the type of emergency and  
how you handle it.
42. Do you utilize:
- \_\_\_\_\_ Dictating Machine Transcription Equipment  
\_\_\_\_\_ Shorthand  
\_\_\_\_\_ Typing
43. What percentage of time? \_\_\_\_\_
44. Do you provide secretarial duties for anyone else in the unit? \_\_\_\_\_
45. What percentage of time? \_\_\_\_\_
46. List other assignments you spend a substantial (1% of your time or  
more) amount of time doing.

Attach any additional information you feel is necessary in order to audit,  
evaluate and determine the grade level of your position.

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I hereby certify that the answers provided to these questions are accurate and reflect true responsibilities assigned to the position.

\_\_\_\_\_  
Secretary's Signature

\_\_\_\_\_  
Supervisor's (or acting) Acknowledgement

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Questionnaire for Secretaries' Supervisors

NAME \_\_\_\_\_

TITLE \_\_\_\_\_

DEPUTY AREA \_\_\_\_\_ STAFF UNIT \_\_\_\_\_

GROUP \_\_\_\_\_ SECTION \_\_\_\_\_

1. Who is your secretary? \_\_\_\_\_
2. Briefly, but specifically, describe your functional area or program. \_\_\_\_\_
3. Is your position description accurate? \_\_\_\_\_
4. Do you have any subordinates? \_\_\_\_\_
5. How many? \_\_\_\_\_
6. What kind (professional, clerical, etc.)? \_\_\_\_\_
7. Are they subdivided into groups? \_\_\_\_\_  
How many groups? \_\_\_\_\_
8. Are the subdivided groups further divided? \_\_\_\_\_
9. Have you developed and initiated any formal office procedures to be followed by your secretary or unit? \_\_\_\_\_ If so, please attach a copy to this questionnaire.
10. If not, have you initiated an informal system of procedures? \_\_\_\_\_
11. Have you initiated formal progress reporting system within your unit? \_\_\_\_\_
12. How much and what kind of direction do you provide to the field? \_\_\_\_\_
13. Specifically, what contacts do you initiate or maintain to carry out the functions of your unit? What is the purpose and frequency of these contacts? (For example: Contacts the Director, Timber Management to discuss timber research activities in Region 2 approximately 5 times a week.) \_\_\_\_\_
14. What role does your secretary play in these contacts (For example: contacts Timber Management's staff secretary to provide a written report on timber research.) \_\_\_\_\_
15. As a whole, what is the percentage of time you spend in public contact work, within the FS? \_\_\_\_\_ Outside? \_\_\_\_\_
16. Which of the following more closely describes your unit and work situation? (check applicable answers)

\_\_\_\_ Highly scientific

\_\_\_\_ Technical

\_\_\_\_ Administrative

\_\_\_\_ Other (specify) \_\_\_\_\_

\_\_\_\_ Significant interaction with other within FS

\_\_\_\_ Significantly interlocked with group

\_\_\_\_ Difficulty in coordinating own subordinates or groups

\_\_\_\_ Rigid time constraints

\_\_\_\_ Large number of crisis situations (unplanned)

\_\_\_\_ Frequent conferences, meetings, etc.

\_\_\_\_ within FS

\_\_\_\_ Frequent conferences, etc. outside FS

\_\_\_\_ Political impacts on the program is great

\_\_\_\_ Impact from the general public is great

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I hereby certify that the answers provided are accurate and reflect true responsibilities assigned to my position.

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signature

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OMB

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